



The Seafarer



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Customer Service Bulletin

December 2004

NICC's new name is Global Distance Support Center

The Navy's Integrated Call Center (NICC) has been renamed the Global Distance Support Center (GDSC). The name change more closely represents the global multi-service function of the support centers operated by the Naval Supply Systems Command (NAVSUP) and Naval Sea Systems Command (NAVSEA). The NAVSUP centers are located in Norfolk, Va. and San Diego, Calif. The NAVSEA Anchor Desk is also located on Norfolk, Va.

The GDSC's ability to draw from a wide variety of information resources is

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Navy's Homepage on World Wide Web changes

In July of 1995, the Navy's Chief of Information (CHINFO) created the "Navy's homepage" on the world-wide web. Since that time, www.navy.mil has been recognized as the primary source of information concerning the U.S. Navy. With the Navy Fact File, leadership biographies, congressional testimonies, posture statements, the daily status of the Navy and other content, the site has effectively educated and informed the American public of the state of our Navy. At its peak, this award-winning site has registered over 9 million hits per month. Also, out of 900 thousand sites rated by a commercial agency, Navy.mil consistently ranks in the top one percent (800-900).

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FISC Norfolk and NAVFAC Mid-Atlantic sign MOA for Material Management



Capt. Gerooge E. Eichert, NAVFAC Mid-Atlantic commanding officer, and Capt. Timothy Ross, FISC Norfolk commanding officer sign a Memorandum of Agreement that will ultimately transfer material management at NAVFAC Mid-Atlantic to FISC Norfolk.

By Bob Anderson

FISC Norfolk Public Affairs Officer

Senior Leadership from NAVSUP, NAVSEA, NAVAIR, NAVFAC, SPAWAR, and CNI generated a Memorandum of Agreement (MOA), identifying ways to achieve greater efficiencies by realigning material management functions to NAVSUP. The ultimate goal of this effort is to bring about better alignment and more consistent processes that will result in cost savings for Fleet recapitalization.

In local efforts to achieve greater efficiencies, an MOA was signed Friday December 10, 2004 between Fleet and Industrial Supply Center, Norfolk and the Naval Facilities Engineering Command – Mid-Atlantic. The changes are part of the Virtual SYSCOM concept of shared goals and integrated operational support. In this instance FISC Norfolk and NAVFAC-Mid-Atlantic worked together to identify material management processes

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Admiral's Quarters

I have just returned to San Diego after completing the six-week CAPSTONE course required for junior flag and general officers. My peers and I visited with unified commanders in the United States as well as in Europe and Asia. We also met with American embassy personnel and the military leadership of various host nations. I came away with a tremendous appreciation of the importance of joint and coalition operations. I also confirmed how terrifically robust our Navy supply chain is and the FISCs' singular capability to service the fleet and advance the U.S. global defense strategy.

I can tell you unequivocally that the COMFISCS team and the all encompassing Team Navy are doing great work. Inside COMFISCS, we are especially committed to ensuring our customer service continues to set a higher bar for logistics performance and outreach. Recently, Lt. Cmdr. Carl Taylor, the director of FISC San Diego's Logistics Support Center, accepted the invitation of *USS Peleliu* (LHA 5) supply officer, Capt. (Sel) Craig Herrick for a taste of life underway in the Gator Navy for a few days. At sea, Lt. Cmdr. Taylor received first-hand feedback from our customers, met with all the Supply

division officers, and even participated in GQ. Now that's service!

Seriously though, the visits by our LSC staff at sea are of prime benefit to us. They give us a chance to witness the fine work of shipboard logisticians and assess exactly how our LSC is supporting their efforts. We will be visiting different platforms in the future. The next time, we could be on your ship.

Another area where we are enhancing personal contact with our customer is in household goods (HHG). Our HHG staff has been in regular dialogue with representatives from *USS John C. Stennis* (CVN 68) regarding their upcoming homeport change. *Stennis* representatives are going about this move with great focus, nominating a single, responsible point-of-contact for the crew. The HHG staff is readily available and even attended a ship's Family Day event to interface with customers. On the advice of our HHG staff, many *Stennis* crewmembers and families are taking advantage of our SMARTWebMove service. This web-based capability helps families with efficiently scheduling HHG pickup and delivery dates online. Whether you are ramping up for deployment, just returning



home from abroad, or moving on to the next assignment, the Fleet and Industrial Supply centers are committed to keeping you 'Ready for Sea.' You can count on our continued support. Happy holidays from everyone in the COMFISCS Diego family.

“Any Service member” mail program suspension continues

The Department of Defense announced the continued suspension of the “Any Service member” mail program Nov. 2. Accordingly, the general public is urged not to send unsolicited mail, care packages or donations to service members during the holiday season.

During this time of the year, the number of donation programs increases and causes mail from families and friends to be mixed with mail from unknown sources, resulting in delivery delays.

DoD continues to emphasize that names and addresses of military service members must not be distributed by the media, Web sites, companies, non-profit organizations, schools and individuals for the purpose of collecting letters of support or donations for mailing to service members.

Service members should receive mail only from those friends and family members to whom they personally give their address.

Military addresses should not be passed around by family members for use by donation programs. Unknown mailers could then obtain those addresses and mail harmful items to service members.

For these reasons, DoD continues to indefinitely suspend general donation programs from unknown mailers.

Americans, who don't have loved ones deployed overseas, can still show support during the holidays by other means.

A list of these programs is available at www.defendamerica.mil. To guarantee mail arrives in time for end of year holidays, family members are encouraged to view the mailing guidelines at www.usps.com/cpim/ftp/bulletin/2004/pb22138.pdf. For more news from the Department of Defense, go to www.defenselink.mil.

Norfolk area Navy Reservists to support customs inspection mission in Operation Iraqi Freedom

The Naval Expeditionary Logistics Support Force (NAVELSF) here will mobilize about 25 Selected Reservists from the Navy Reserve Center Norfolk to fill a customs inspection mission in support of Operation Iraqi Freedom. The group will be among over 400 Navy Reservists that will be recalled to support this vital mission.

Customs inspectors are the first line of defense against the introduction of foreign plant and animal pests and diseases to the United States. The mobilized Sailors will serve as Department of Defense customs inspectors at sea and at airports in Kuwait and Iraq. As inspectors, they will provide a two-fold mission: ensure returning military equipment conforms to United States Department of Agriculture standards; and to ensure all gear returning with personnel serving abroad in support of Operation Iraqi Freedom complies with United States customs regulations for re-entry into the U.S.

Navy personnel will work directly for the Army to provide this critical combat

service support mission. The Sailors will relieve Air Force personnel who have performed the mission for the past year as part of a scheduled force rotation.

The reservists are scheduled to report



to the reserve center on or about November 30, 2004. They will then report to the Naval Mobilization Processing Site (NMPS) Norfolk, Va., for mobilization briefings and medical screening. Upon clearing NMPS,

the Sailors will spend six weeks training in Williamsburg, Va. The training will include a combat skills refresher course and customs inspection certification.

COMNAVELSF supports over 3,200 Naval Reservists (275 officers and 3900 enlisted) in over 120 Naval Reserve Battalions and companies located throughout the United States and encompassing over 90 percent of the U.S. Navy's supply and transportation expeditionary units.

Each recalled reservist has orders for one year with the possibility for an extension for an additional year.

For more information please contact LT Mike Randazzo, NAVELSF Public Affairs Officer, at 757-256-1341 or at michael.randazzo@navy.mil.

Postal Service Offers Free Shipping Materials for Military Families

With so many military families scrambling to ship holiday care packages to their loved ones deployed around the world, the U.S. Postal Service is stepping in to make things a bit easier. It's offering a package of free packing materials, including 10 boxes, 10 customs forms with envelopes, 10 "Mili-Pac" shipping envelopes, which are specially printed to reflect the complexities of military mailing addresses, and a roll of Priority Mail tape. By calling a toll-free number, anyone can request free shipping materials. To order the special kit, call (800) 610-8734 and request Care Kit 4. The Postal Service will ship it by Priority Mail, with delivery



Mail arrival aboard a deployed carrier.

generally within a couple of days. Although the packing materials are free, shippers must still pay normal postage costs. The U.S. Postal Service and Military Postal Service work hand in hand to support troops deployed to Iraq and Afghanistan. Since the beginning of Operation Iraqi Freedom, more than 650 dedicated contract flights have carried mail to the region, and the Postal Service continues to send a 747-series freighter of military mail to Southwest Asia every day. For more information, see

http://www.defenselink.mil/news/Nov2004/n11232004_2004112312.html

DFAS announces schedule for release for tax statements

The end of the calendar year is quickly approaching and that means only one thing in the tax world, tax statements (W-2, 1099R). The Defense Finance and Accounting Service (DFAS) has compiled a schedule of dates when service members, military retirees and annuitants and defense civilian employees can access their tax statements through myPay and when they can anticipate to receive the hardcopy delivery by mail. Military members, retirees/annuitants and Department of Defense civilian employees will once again have access to view, save and print their tax statements from myPay at <https://mypay.dfas.mil>. DFAS delivers personal pay information and provides the ability to process pay-related transactions timely, safely and securely to all its members through myPay. The Web-based system eliminates the risks associated with postal delivery by allowing members to access electronic tax statements and other financial information online. myPay matches existing industry standards for the highest level of encryption and security. This prevents customer information from being accessed by others on the Internet. To see the schedule of dates, go to http://www.military.com/NewsContent/0,13319,FL_dfas_tax_112904,00.html

NEXCOM and AT&T offer Free Phone Cards to Sailors and Marines Underway

by Kristine M. Sturkie, Navy Exchange Service Command Public Affairs

The Navy Exchange Service Command (NEXCOM) and AT&T will provide free \$10 prepaid phone cards to those Sailors, Marines and Coast Guard personnel who will be underway aboard U.S. Navy ships and Coast Guard vessels with AT&T Direct Ocean Service phones during the December holiday season.

NEXCOM will distribute 21,000 free phone cards during the holidays.

"NEXCOM and AT&T have worked together over the past few years to bring a little taste of home to those underway during the holidays," said Jennie Virden, NEXCOM personal telecommunication specialist. "We're committed to continuing the sponsorship

of this significant quality of life initiative. It's our way of saying thank you to all the men and women who are serving our country."

Ships receiving the free phone cards this year are the USS Abraham Lincoln (CVN 72), USS Bonhomme Richard (LHD 6), USS Harry S. Truman (CVN 75), USS Duluth (LPD 6), USS Rushmore (LSD 67), USS Hue City (CG 66), USS The Sullivans (DDG 68), USS Underwood (FFG 36), USS Monterey (CG 61), USS Mason (DDG 87), USS Barry (DDG 52), USS Carney (DDG 64), USS Taylor (FFG 50), USS O'Bannon (DD 987), USS Boone (FFG 28), USS Halyburton (FFG 40), USS Bunker Hill (CG 52), USS Milius (DDG 69), USS Thach (FFG 43), USS Shiloh (CG 67), USS Shoup (DDG 86), USCGC Munro (WHEC 724), USCGC Alert (WMEC 630), USCGC Sherman (WHEC 720), USCGC Polar Star (WAGB 10), USCGC Spencer (WMEC 905), USCGC Tampa (WMEC 902), USCGC Dauntless (WMEC 624), USCGC Decisive (WMEC 629) and USCGC Vigorous (WMEC 627).

2005 Defense Authorization Act funds 3.5 percent troop pay raise, cuts housing costs

By Gerry J. Gilmore
American Forces Press Service

Money contained within the 2005 National Defense Authorization Act will fund a 3.5 percent troop pay raise and eliminate servicemembers' out-of-pocket costs for family housing, DoD's top military personnel official noted.

The January troop pay raise will be applied across the board to all servicemembers and won't feature pay hikes targeted to specific ranks as in past years, David S. C. Chu, the undersecretary of defense for personnel and readiness, said during a recent Pentagon interview.

The targeted raises issued to mid-level officers and noncommissioned officers over the past two years, Chu explained, "have fixed," for now, most pay-disparity issues involving those ranks. And, he noted, money is contained in the 2005 act to boost allowances that now eliminate service members' out-of-pocket expenses used for on- or off-post family housing. Stateside and overseas family housing allowances are calculated according to regional markets.

"Another provision in the 2005 NDAA removes a previously established ceiling limiting how much military family-housing inventory could be privatized," Chu said. Privatization enables DoD to modernize its military family housing more quickly and efficiently, Chu said. About one-third of military families live in on-post housing.

If DoD funded all of its existing family-housing needs by itself, Chu explained, it would take the department "forever" to make needed repairs or to replace aging housing units largely built in the 1950s.



Chu pointed to privatization success stories, such as contractor-provided housing for soldiers and their families at Fort Carson, Colo. Such private sector-provided housing offers contemporary quality and "design flair" for servicemembers while providing more bang for the buck for taxpayers.

The act also contains three special pay and bonus authorities, Chu noted. For example, the bill makes permanent the increase to military family separation pay to \$250 a month and likewise hostile fire/imminent danger pay at \$225 a month.

The bill also provides "a much stronger set" of re-enlistment bonuses for Guard and

Reserve members.

Chu said the '05 NDAA ensures that troops in the field receive the equipment and other material they require to successfully prosecute the global war against terrorism. The bill also provides extended health coverage for some reservists, Chu noted, as well as better Montgomery G.I. Bill benefits.

Another change contained in the '05 NDAA enables reservists to be called up for training before possible overseas deployment. This, Chu pointed out, is a more efficient means of force management.

SUPER SERVMART: Wishing everyone a Safe, Happy and Healthy Holiday Season

The entire staff at SUPER SERVMART would like to extend warmest wishes to all of the men and women protecting the freedom we cherish this holiday season and in the coming year. We appreciate the sacrifices, hard work and dedication made by all members of the armed forces in service to our country. This year it has been our pleasure to serve you as you have so proudly and courageously served us.

Environmental friendly: In a continued effort to provide our customers with high quality goods and valuable services, SUPER SERVMART has instituted a "No Charge" toner cartridge-recycling program. Items such as copier toner cartridges and printer ink cartridges contain hazardous materials and proper recycling of these products is one way to keep those hazardous materials out of area landfills and expand your command's recycling program at the same time. Be environmentally responsible; bring your used copier toner cartridges and/or printer ink cartridges to SUPER SERVMART for proper disposal. For your convenience, a box properly identified for used cartridges has been placed just inside the customer entrance of SUPER SERVMART. Your used cartridges may also be delivered to the MobileMart during your regularly scheduled MobileMart visit for "free disposal".

We will come to you: MobileMart, nicknamed "Big Blue", is the mobile SUPER SERVMART store procurement system offered through SUPER SERVMART. The 40' trailer is filled with approximately 200 line items for your shopping needs. It's a mini-SUPER SsERVMART supply store on wheels parked at your front door step. Big Blue is primarily used to promote JWOD products and then product tailored to meet the individual customer's requirements. The MobileMart schedule is in full swing operating Monday through Friday, except for holidays. The December site visit schedule is included in this publication. A copy of this schedule it is also posted on the FISC Norfolk web site and disseminated by



the Logistics Support Center, Norfolk. Should a customer require purchases in excess of their single purchase threshold during the course of a scheduled MobileMart visit, a completed DD-1149 form will need to be faxed (fax number (757) 961-9551) to the FISC Norfolk purchasing agent at SUPER SERVMART. Once the FISC Norfolk purchasing agent has placed the delivery order, SUPER SERVMART will deliver the products back to your command at no additional charge.

SUPER SERVMART online: SUPER SERVMART is on-line with participation in the DOD E-Mall program. Orders received before noon will be delivered to your destination on the next business day. In conjunction with FISC Norfolk Logistics Support Center, the Online-ordering site was designed to provide a secure, ordering and workflow management system that is easily customized for each individual command, department, or division. Shopping rules are defined for each registered user, ensuring that your ordering procedures are well defined, documented and controlled. Visit the FISC Norfolk website at www.nor.fisc.navy.mil to find out more and for on-line registration information. For your convenience, the DOD E-Mall can also be accessed from within the store at our

new virtual shopping area located near the Customer Service area.

Catalog shopping without leaving your desk: At SUPER SERVMART, we realize your time is very valuable. With this in mind, we developed an in-store catalog available on CD ROM or for download on the FISC Norfolk website (<http://www.nor.fisc.navy.mil>). This catalog is updated each month and offers a quick and easy access to:

- over 7,800 items in-stock and available for immediate delivery
- up-to-date pricing
- an easy to use order form complete with the necessary points of contact

Use the CD, or the website, throughout the month to shop directly from your desk. Once your shopping is done, complete the order form then simply email, fax or call in your request. Your order will be processed and delivered directly to your doorstep.

Fleet Purchasing Support: Effective 3 May 2004, the Government Commercial Purchase Card (GCPC) is no longer an option but a mandatory method of payment to the following dollar thresholds:

- \$25,000 (CV/CVN/LHA/LHD SHIPS)
- \$10,000 (other AFLOAT ACTIVITIES)
- \$100,000 (ASHORE ACTIVITIES)

To accommodate this change, purchase cardholders should contact their APC and Citibank to increase their method of payment threshold limit. The AO limit and overall cardholder monthly limits may also have to be changed. Commands are reminded that the purchase cardholder is authorized to shop at Super SERVMART at any time. If the cardholder is not personally picking up material from SERVMART, the following procedure must be followed:

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A. An initial letter from the Commanding Officer (or designee of authority to sign by direction is delegated) printed on command letterhead addressed to Super SERVMART, in the following format:

1 Your UIC (with service code i.e. N00189)

2. Credit Card #1 Information

a. Holders rate, rank, name (as it appears on the purchase card), signature and phone number

b. Purchase Card Number

c. Expiration Date

3. The following individuals are hereby authorized to sign for and receive items at Super Servmart: (Rate/rank, name, signature, and phone number)

a. Commanding Officer's (or designee if authority to sign by direction is delegated) signature.

b. All authorized shoppers must have a "Super SERVMART Shopping List" that specifies the items to be purchased. The shopping list must be signed by the purchase cardholder of the specific amount to be used prior to the purchase. This document effectively acts as an order from the purchase cardholder to the service provider (contractor operating Super SERVMART). The shopper is effectively the receiver of the material and should not be the funds approval authority.

c. Upon the authorized shopper's return to the command with the purchased items, the purchase cardholder must validate the shopping list with the Super SERVMART receipt. The shopping list and receipt must be retained in the purchase cardholder's file.

NOTE: The requiring command will be responsible for updating its letter to the service provider every six months from the date of its last letter, or upon the closure of the purchase cardholder's account.

SUPER SERVMART is located on the Norfolk Naval Base at 9610 Decatur Avenue (directly across from Pier 8 on the water front). SUPER SERVMART is open 0700 to 1600 Monday through Friday, except Federal Holidays. Our Customer Service phone number is (757) 451-8030 and we are always happy to answer any questions or concerns that you may have. On-site technical support is available from participating vendors for every commodity group offered, and there are thousands of items other than those stocked in the store that are available through the Special Order Desk. Other services include free delivery (no minimum order) to any Hampton Roads location, including just-in-time (JIT) delivery to support everything from ships' deployment schedules, to coordinating deliveries to a central warehouse receiving location when timing is crucial to meet customer requirements.

Changes Ahead For Civilian Workers

The Defense Department has begun transferring to its civilian employees 10,000 jobs previously performed by active-duty military members, said David Chu, defense undersecretary for personnel and readiness. The move is part of the department's plans to eventually transfer up to 320,000 jobs performed by military personnel to the civil service or contractors. Chu, speaking at the Association of the United States Army convention in Washington on Oct. 27, did not provide examples of jobs that are being converted from military to civilians.

On another matter, Chu said the department was on track to release this winter draft regulations for a controversial new civilian employee personnel system. The National Security Personnel System would replace rules governing pay, performance evaluations, collective bargaining and appeals. Chu said the new system will give managers more flexibility to do their jobs and hold them accountable for their performance. "It will make the civilian work force equally effective as the military and the reserves that are so critical to our success," he said. The department hopes to start using the new system in the middle of next year, Chu said.

Global Distance Support Center

Provides supply and logistics information
1-877-418-6824 (CONUS) or 510-428-6824 (OCONUS)



Gateway to One Touch Support

Access to numerous databases.....Available 24 x 7 x 365

"Single point of entry for logistics in support of the warfighter"

Submit non-call requests via email to nicc@navy.mil

or SALTS to eb@salts.icpphil.navy.mil

or

FAX to 757-443-1655



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the key to its success. Customer service representatives answer customer questions about logistics and supply and limited technical or general information. "Our customers are located worldwide," said Sharon McPherson, FISC Norfolk GDSC manager. "Our focus is on providing support to the Navy and all services with the core functions being to resolve customer issues and provide information", she explained.

Customer's service representatives are available 24 hours-a-day, seven days-a-week, including holidays. On average 120,000 calls are handled annually by the support centers, providing information an assistance on everything from medical concerns to supply and logistics questions to chaplain services.

Norfolk's GDSC manager Sharon McPherson said, "the new name more accurately defines the function of the GDSC." "By joining forces with NAVSEA, we are able to provide a great deal of customer support." The focus is on a global scale not necessarily just local or costal.

A typical day includes 200-250 calls at each site. Operators have access to more than 50 various databases in order to provide the requested information. "The GDSC provides 'One Touch' support to our war fighters in the United States, aboard ships and overseas via telephone, email, or FAX," said McPherson.

The most sought-after information includes requisition status, stock availability, requisition processing and general assistance for numbers and contacts. McPherson said on a typical day the GDSC



Ms. Brenda Bledsoe, a customer service representative at FISC Norfolk takes one of the 200-250 calls received each day by the Global Distance Support Center. Photo by Bill Pointer

team, which averages 14 to 18 representatives per site strive for a 90 to 95 percent answer rate accompanied with a follow-up satisfactory service check.

The phone number for the GDSC is 1-877-418-6824 or 1-877-41touch. The worldwide DSN number is 510-428-6824. They can also be contacted via the www.NICC@navy.mil.

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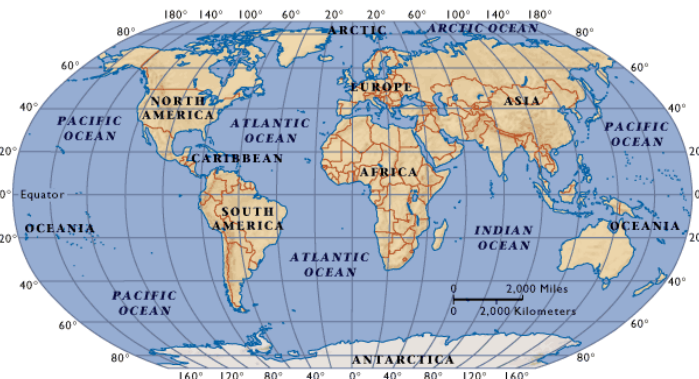
Navy's Web from Page 1

Capitalizing on the growing use of the web by Navy personnel, in February of 2002, the Naval Media Center created "Navy Newsstand" (www.news.Navy.mil) a website targeting our internal audience: sailors, civilians, retirees and their families. Newsstand, with direct input from naval forces afloat and ashore, provides a timely outlet for breaking, top and headline news stories and photos. Additionally, the site provides a web presence for our flagship broadcast and internal print products, including Navy/Marine Corps News, daily news updates, Captain's Call Kits, POD notes, and All Hands Magazine. Additionally, over 300 commands have created local versions of Newsstand, allowing them to showcase their own stories.

On November 1, 2004, Navy officially launched a new "Navy.mil" combining the original Navy.mil with Navy Newsstand. This integrated website will be the focal point on the world-wide web for official Navy internal and external public affairs

products, information, released official photography, and streamed video and audio programs and products. The combined web site can be found at www.Navy.mil.

Updates will be incorporated over the



next few months, with the end result being a dynamic, fully searchable, continuously updated, one-stop "e-source" for Navy information and news. In addition to the elements of the current Navy.mil and Navy Newsstand sites, the combined site will include: a prominently displayed "photo of

the day," showcasing our sailors and our Navy as seen through the eyes of sailors around the world; a "hometown heroes" section with Fleet Hometown News Center and Public Affairs Center stories and photos on individual sailors; Navy Radio News Reports; a Navy calendar; a features story section; and a section for press releases from Navy commands and programs. Additionally, when completed, the site will include a "push" mechanism, permitting "subscriptions" for updates to numerous products.

The Internet is a powerful tool for communicating to all our audiences the dedication, commitment and skills of our sailors, and the capabilities that the Navy provides in the defense of the United States of America. All hands are encouraged to make use of this revised Navy web presence to stay informed and educated on your Navy. Share this information with your families, and encourage others to visit this new, dynamic site.

ATAC initiatives lead the Navy in logistics

The Naval Inventory Control Point (NAVICP) has developed an innovative and responsive system for processing not ready for issue (NRFI) repairables generated by afloat and ashore customers, including aircraft carriers, L-decks, and Marine detachments. A web-based tool, the electronic Retrograde Management System (eRMS), decreased workload on the warfighter while automating data entry and precluding common problems, while also giving customers financial credit for turn-ins sooner. The Advanced Traceability and Control (ATAC) logistics group ensured that rapid and cost-effective transportation solutions were in place. And the Technical Assistance for Repairables Processing (TARP) representatives trained users afloat and ashore, as well as setting up and overseeing mobile processing sites in Iraq and Afghanistan. The inherent flexibility of the systems and the responsiveness of the developers meant that new requirements were rapidly accommodated - allowing an innovative repair and return engine support plan to be put in place between Al Asad, Iraq and Sigonella, Italy; Marines in Bagram to make use of intermediate repair capabilities in CONUS; and the first integration of ground Marine retrograde into the Naval supply system, at Al Taqaddum, Iraq. The result has been a supply chain that is lean, fast, and far more reliable than in the past, with items being processed on-site, shipped, and delivered around the world in a matter of days.

BACKGROUND

During Operation Desert Storm and Desert Shield, there were a number of lessons learned that highlighted the need for improvements in the Naval supply chain as it relates to the return of high cost assets from worldwide operating sites to U.S. repair sites. Among those lessons was the need for improved asset loss prevention and accountability throughout the return process, improved shipping documentation, and the need for receipt acknowledgement and turn-in credit to be provided to the operating site as rapidly as possible.

With expectations of an escalating operating tempo in the Persian Gulf, the *Advanced Traceability and Control (ATAC) Team* successfully developed a comprehensive web-based returns management system for repairable assets. This system was developed as a result of a joint recognition between ATAC programming, supply systems, transportation and program management personnel of the need for rapid improvement of returns process to accommodate the expected op-tempo. The Team applied superior technical acumen and coordination across several commands and rapidly implemented major improvements for a business that entails the movement of 400,000 return units worldwide worth \$10 billion. Their forward thinking approach and expert ability to develop fleet-buy in for pilot development, implementation and resourcing qualify as unprecedented accomplishment for their team.

A major part of this effort was development of the "Electronic Retrograde Management System". ERMS was rapidly developed to meet the demand for reduced material identification errors, improved accuracy and timeliness in the routing and return of repairable carcasses, and increased in-transit visibility necessitated



ATAC Hub in Norfolk, Virginia

by Operation Iraqi Freedom and Operation Enduring Freedom. It redesigned and improved functionality previously contained in numerous disparate information technology systems, providing users in the field, anywhere in the world, with unprecedented capabilities that were previously limited to a few centralized "ATAC" logistics centers. It allows users to accurately identify carcasses, obtain correct depot mailing addresses automatically, prepare digital and bar coded versions of correct shipping labels (including serial number tracking) and allows tracking capability when items have been shipped. The eRMS design provides rapid turn-in credit and virtually eliminates "carcass tracking" by the fleet user (a direct reduction in workload afloat), while providing the shore infrastructure with instant visibility that a carcass is en-route. Continuous improvement in response to the needs of personnel at the fleet user, NAVICP and Navy Type Commander (TYCOM) level has resulted in eRMS becoming the backbone of the Naval worldwide returns process.

Concurrently, the team developed procedures, in coordination with Naval Reserves, contractor, Navy/Marine Headquarters and squadrons in-the-field, to provide manpower and equipment needed to manage rapidly deploying retrograde (returns) processing sites. These "mobile nodes" were subsequently established during OIF and OEF and will support future operations where substantial increases in the volume of material returns for repair is expected. These nodes have eliminated backlogs of Naval retrograde assets in-theater, enabling them to be returned expeditiously to the Continental United States (CONUS).

The team is now focusing on improving the in-transit visibility of shipments while transported between ship and shore. Teaming with Military Sealift Command, NAVICP is piloting the use of eRMS onboard cargo ships delivering material to and receiving returns from ships afloat. Until now, this segment of the pipeline has been a "black hole" in Navy last mile/first mile in-transit visibility. Similarly, the NAVICP team laid the groundwork with United States Transportation Command (USTRANSCOM) to assist improving end-to-end visibility of

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aircraft engines in those segments of the pipeline which the Navy does not control. They are also active participants in the Naval Logistics Integration (NLI) effort. The goal of NLI is to integrate disparate logistics systems/processes between Marine Corps and Navy in favor of a single process that works for both organizations. They are currently focusing on using Navy's returns system for processing of Ground Marines' retrograde shipments. This initiative is expected to improve accountability and process time for Ground Marines' return shipments to the repair site.

In summary, the ATAC Team performed superbly in support of Operation Iraqi Freedom and Operation Enduring Freedom. Their aggressive effort to completely reengineer the retrograde return process not only served the war effort, but will generate efficiencies and savings in the future.

CONCEPTUAL DEVELOPMENT

The conceptual goal of eRMS was to produce a supply chain tool that would streamline workload for the sailor/Marine, promote data interoperability and in-transit visibility, while reducing carcass charges or inventory losses for the user and supply system. To those ends, eRMS has incorporated commercial best practices for software design, deployment, and enhancement.

As a web-based system, local IT costs and time required for setup were essentially eliminated. Since only an internet connection is required, deployed and expeditionary users could access it from the beginning of their mission at a fully capable level, as opposed to so many legacy systems that require weeks or months of setup, or restricts users to only remedial functionality. In addition, the simple, clean, and easy-to-use interface of a web page meant that users could quickly understand the application with a minimum of training or confusion.

eRMS has been incrementally delivered using a rapid prototype/spiral development methodology that gave users the most important functionality as it became available, while quickly incorporating support fixes and enhancements. In stark contrast with many other AIS systems, changes to eRMS were requested, developed, tested, and deployed in days or weeks instead of months or years. This back-and-forth dialogue and customer-focused approach allowed the Naval supply system to deliver a tailored program that exactly met the needs of each user community as they began to use eRMS.

eRMS also harnesses a variety of IT technologies to ease the user experience and ensure full interoperability with partners both within and outside of the DOD. The web application itself is programmed in ASP, a commercial-off-the-shelf Microsoft technology, that runs on Oracle databases shared with other NAVICP applications. A mainframe component allows information to move between eRMS and legacy mainframe applications. Data feeds with other military commands or commercial partners occur by FTP or by EDI at their preference and a wholesale conversion to XML is currently underway. For the user, eRMS has pioneered the use of handheld computer/barcode readers to allow for the automation of many physical distribution processes (receiving, manifesting, shipping) at ATAC sites. eRMS was one of the first Naval applications to support serial number tracking and 2D barcode production.

IMPROVED TRANSFORMATION AND INTEROPERABILITY

The ATAC team, through development of eRMS and deployment of "mobile nodes" for retrograde processing is improving transformation and interoperability in many ways.

Navy and Marine Corps returns processes were transformed by allowing the turn-in site to quickly identify assets and flag those in short supply (requiring rapid door-to-door return for repair), thus ensuring supply availability for that asset when needed by the warfighter. Until deployment of these innovations, retrograde had to be returned via ATAC sites in centralized locations, increasing pipeline times. Ground Marines shipments were brought under the Navy's ATAC umbrella, making Navy and Marine retrograde processes and IT systems interoperable. Finally, the combination of eRMS and mobile nodes has eliminated the retrograde backlogs/"iron mountains" that other services are still experiencing today, even with the initiatives brought about by the Distribution Process Owner to date. We have no doubt that these processes could easily be adopted by the other services, resulting in true transformation and interoperability in DoD retrograde systems.

The eRMS and mobile node initiatives were undertaken in anticipation of OIF I and OEF.

The program was developed and subsequently executed since that time. Currently, ATAC is incorporating enhancements to eRMS in response to requests from the warfighter and Navy leadership, and is deploying eRMS at naval locations worldwide.

LEADERSHIP SUPPORT

Naval Inventory Control Point involved key Naval leadership at the Type Commander as well as Marine Corps Logistics and Navy Supply System Command in development of these initiatives. It provided Navy leadership/staffs unprecedented visibility along with workload reduction, which compelled them to strongly recommend it being placed on aircraft carriers heading into harm's way.

INTEGRATION

Realizing that manpower and training would initially need to come from someone other than the warfighter, the ATAC program team coordinated with Naval Reserve

to mobilize reservists, and contracted with SAIC Inc. to form a "Technical Assistance for Repairables Processing" (TARP) team to staff mobile nodes, in order to assist with retrograde processing and to train fleet and field personnel on the use of eRMS.

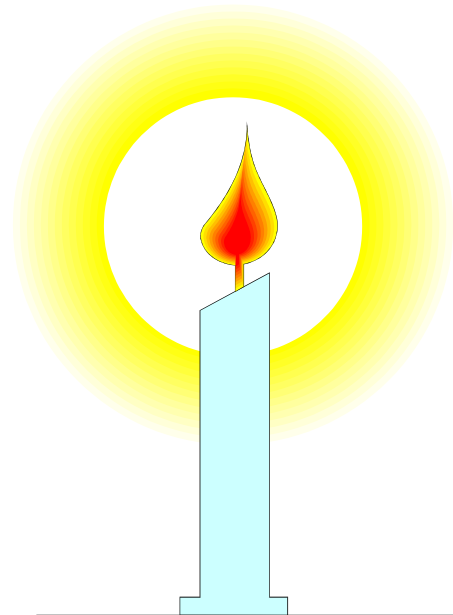
As a result, Navy and Marine Corps now only need a few weeks to stand up a retrograde processing site on the ground or aboard ship. Pre-packed trailers with mobile node equipment is ready to go on short notice. The success of this integration of DoD and industry partners is evident in the following metrics showing the differences between eRMS and per-eRMS utilization aboard the USS Lincoln. Under OIF and OEF, mobile nodes supporting the warfighter on the ground have achieved similar results.

MOA from page 1

and realigned those processes to FISC to achieve numerous efficiencies in overall business management.

Under the MOA there are three phases to take place. Phase one, which will happen immediately, will be the internal reorganization of the NAVFAC Mid-Atlantic (PWC) staffing. In January 2005 the NAVFAC Mid-Atlantic Material Department will operationally be detailed to FISC Norfolk and then in April 2005 the NAVFAC Mid-Atlantic Material Department will transfer to FISC Norfolk.

The results of this effort will lead to process changes as well as workload and workforce distribution. NAVFAC will direct fund non-labor costs through FY 05. Cost will then be computed and become reimbursable for FY 06 and out years. Labor cost are projected to be \$2.9 million annually. A total of 77 people at NAVFAC Mid-Atlantic will be affected by this global integration of material management realignment.



While you are celebrating the holiday seasons, don't forget about our brave men and women in the military serving in Iraq and Afghanistan and pray for "Peace on Earth"

FISC Norfolk Stevedores help load a MVX 22 Osprey aboard the USS Wasp (LHD 1)



FISC Norfolk Stevedores help load a MVX 22 (Osprey) aboard the USS Wasp. The stevedore crew was George Brackett, Paul Wood, and Larry Grantum. The loading took place at Pier 10 at Norfolk Naval Station. The V-22 Osprey combines the vertical flight capabilities of a helicopter with the forward flight speed and range of a fixed wing turboprop aircraft. Its multi-mission capabilities will serve the U.S. Marine Corps and U.S. Air Force.

Logistics Support Representatives

Ship	Representative	Telephone	Cell
USNS Big Horn (T-AO 198)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS John Lenthall (T-AO 189)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Kanawha (T-AO 196)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Laramie (T-AO 203)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Leroy Gruman (T-AO 195)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Mount Baker (T-AE 34)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Patuxent (T-AO 201)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Saturn (T-AFS 10)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Sirius (T-AFS 8)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Spica (T-AFS 9)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Supply (T-AOE-6)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Artic (TAOE 8)	Al Ford/Alma Henry	443-1877/76	44-5364
USS Albany (SSN 753)	SK2 Trisha Marshall	443-1806	544-1232
USS Anzio (CG 68)	SK2 Josue Negron	443-1855	544-5365
USS Arleigh Burke (DDG 51)	SK2 Josue Negron	443-1855	544-5365
USNS Artic (TAOE 8)	Al Ford/Alma Henry	443-1877/76	544-5464
USS Ashland (LSD 48)	SK1 Claudia Riley	443-1866	544-5456
USS Austin (LPD 4)	Aquatta Arnold	443-1864	544-5450
USS Barry (DDG 52)	John Gant	443-1242	544-5379
USS Bataan (LHD 5)	Gary Humphries	443-1859	544-5419
USS Boise (SSN 764)	Vivian Hardy	443-1867	544-5436
USS Briscoe (DD 977)	Gary Humphries	443-1859	544-5419
USS Bulkeley (DDG 84)	Joyce Ford	443-1857	544-5403
USS Cape St. George (CG 71)	Gary Humphries	443-1859	544-5419
USS Carr (FFG 52)	John Gant	443-1242	544-5379
USS Carter Hall (LSD 50)	SK1 Claudia Riley	443-1866	544-5456
USS Cole (DDG 67)	Kevin Brunner	443-1875	544-5442
USS Detroit (AOE 4)	Al Ford/Alma Henry	443-1877/76	544-5364
USS Deyo (DD 989)	Kevin Brunner	443-1875	544-5442
USS Donald Cook (DDG 75)	Joyce Ford	443-1857	544-5403
USS Dwight D. Eisenhower (CVN 69)	James DeBerry	443-1856	544-5383
USS Elrod (FFG 55)	Marie Moss	443-1862	544-5395
USS Enterprise (CVN 65)	Maurica Johnson	443-1851	544-5440
USS Estocin (FFG 15)	Joyce Ford	443-1857	544-5403
USS Florida (SSBN 726)	Janis Hayes	443-1863	544-5438
USS George Washington (CVN 73)	SK2 Trisha Marshall	443-1806	433-1232
USS Gettysburg (CG 64)	Gary Humphries	443-1859	544-5419
USS Gonzales (DDG 66)	Virginia Nichols	443-1865	544-5452
USS Grapple (ARS 53)	SK1 Claudia Riley	443-1866	544-5456
USS Grasp (ARS 51)	Teresa Wiggins	443-1849	544-5460
USS Gunston Hall (LSD 44)	Marie Moss	443-1862	544-5395
USS Hampton (SSN 767)	Maurica Johnson	443-1851	544-5440
USS Harry S. Truman (CVN 75)	Janis Hayes	443-1863	544-5438
USS Hawes (FFG 53)	John Gant	443-1242	544-5379
USS Hayler (DD 997)	Joyce Ford	443-1857	544-5403
USS Hyman G. Rickover (SSN 709)	James DeBerry	443-1870	544-5383
USS Iwo Jima (LHD 7)	Kevin Brunner	443-1875	544-5442

FISC Norfolk Key Telephone Numbers

	DSN	Telephone	FAX
Commanding Officer	646	(757) 443-1001	443-1000
Executive Officer	646	(757) 443-1001	443-1000
Executive Director	646	(757) 443-1001	443-1000
Reserve Liaison	646	(757) 443-1012	443-1549
Senior Enlisted Leader	646	(757) 443-1153	443-1015
Counsel	646	(757) 443-1092	443-1090
Public Affairs Officer	646	(757) 443-1013	443-1015
Small Business Office	646	(757) 443-1435	443-1355
Security Officer	646	(757) 443-1510	443-1537
Contracting			
Contracting Officer	646	(757) 443-1601	443-1605
Operations Director	646	(757) 443-1628	443-1605
Contract Ops (Fleet)	646	(757) 443-1375	443-1424
Contract Ops (Ashore)	646	(757) 443-1347	443-1424
Purchasing Ops (Ashore/Overseas)	646	(757) 443-1370	444-1376
Purchasing Ops (CONUS)	646	(757) 443-1394	443-1389
Purchasing Ops (Habitability)	646	(757) 443-1444	443-4417
Business Support Dept.			
Director	646	(757) 443-1565	443-1883
Industrial Support Dept.			
Director	646	(757) 443-1075	443-1064
Fleet Logistics Dept.			
Fleet Logistics Officer	646	(757) 443-1165	443-1175
Logistics Support Officer	646	(757) 443-1224	443-1175
Logistic Support Center	646	(757) 443-1211	443-1175
Global Distance Support Center		1-877-418-6824	443-1655
SERVMART	646	(757) 443-1273	443-1293
MHE	646	(757) 444-4037	444-3760
Regional Transportation	646	(757) 443-1067	
Supply Management Dept.			
Requirements Division	646	(757) 443-1744	
Ocean Terminal	646	(757) 443-1271	443-1277
ATAC	564	(757) 444-2395	444-2352
Personal Property	565	(757) 444-2060	445-8607
HAZMAT	646	(757) 443-3795	443-3737
Regional Navy Mail Center	564	(757) 444-5809	443-1293
Cheatham Annex	564	(757) 444-9126	444-9796
	953	(757) 877-7100	887-7223
Fuel			
Fuels Officer	262	(757) 322-9003	322-9005
Washington, DC Det	288	(202) 433-2901	685-0000
Philadelphia Det	442	(215) 697-9550	697-9554